

10

FIG. 1

MANAGEMENT/SUPERVISORS

AGENTS

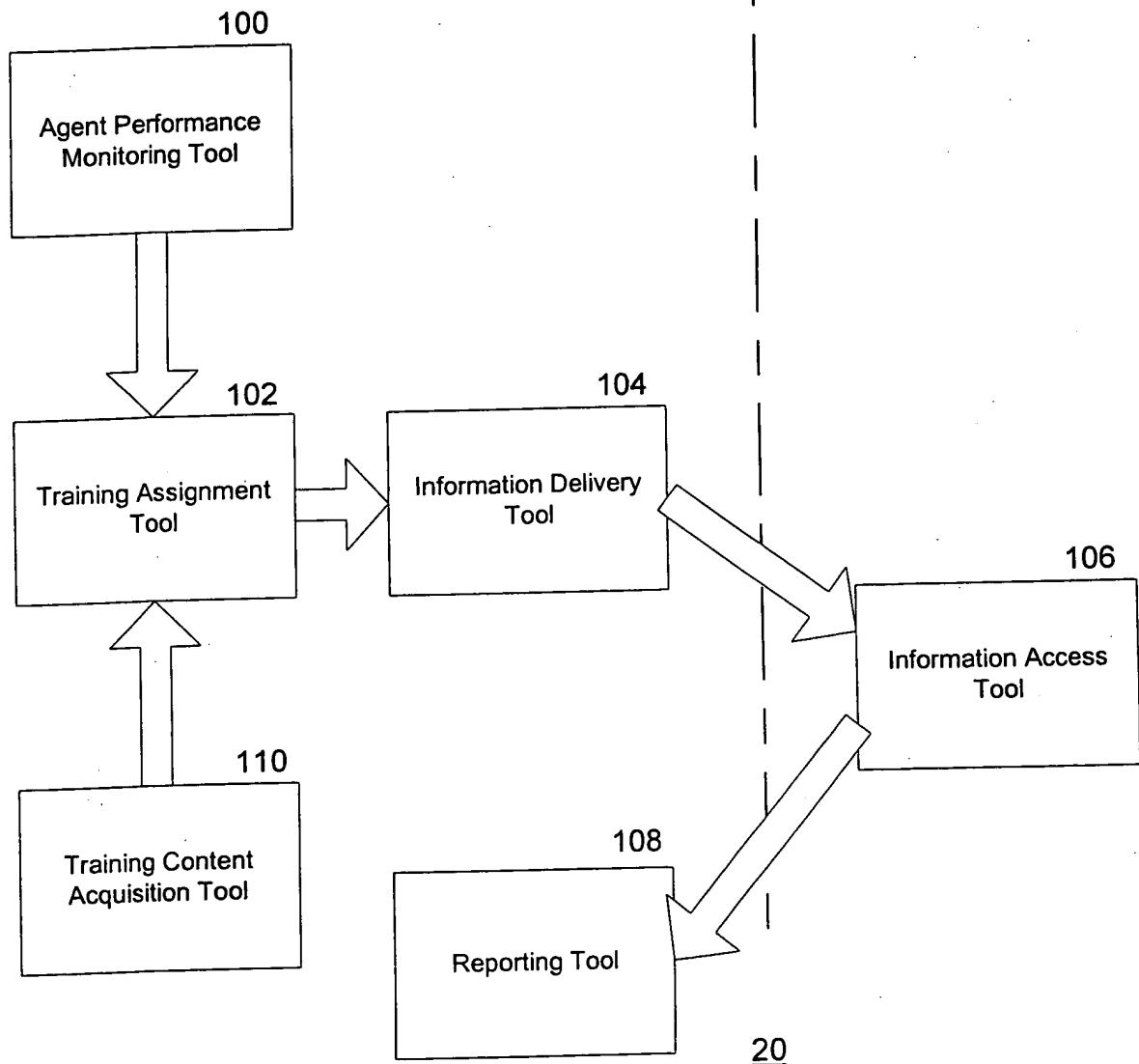


FIG. 2

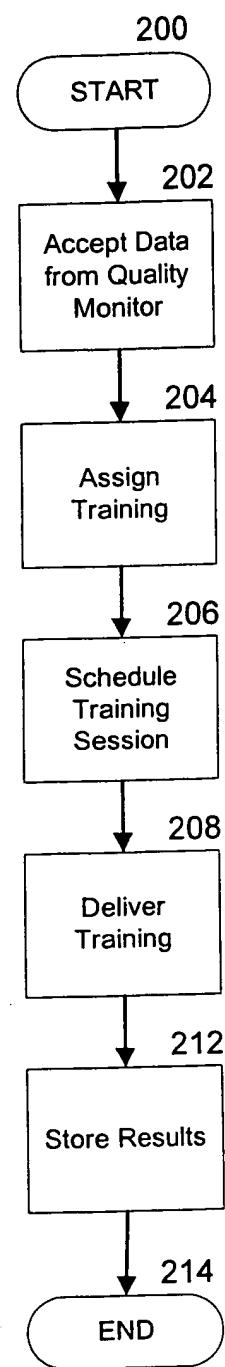


FIG. 3A

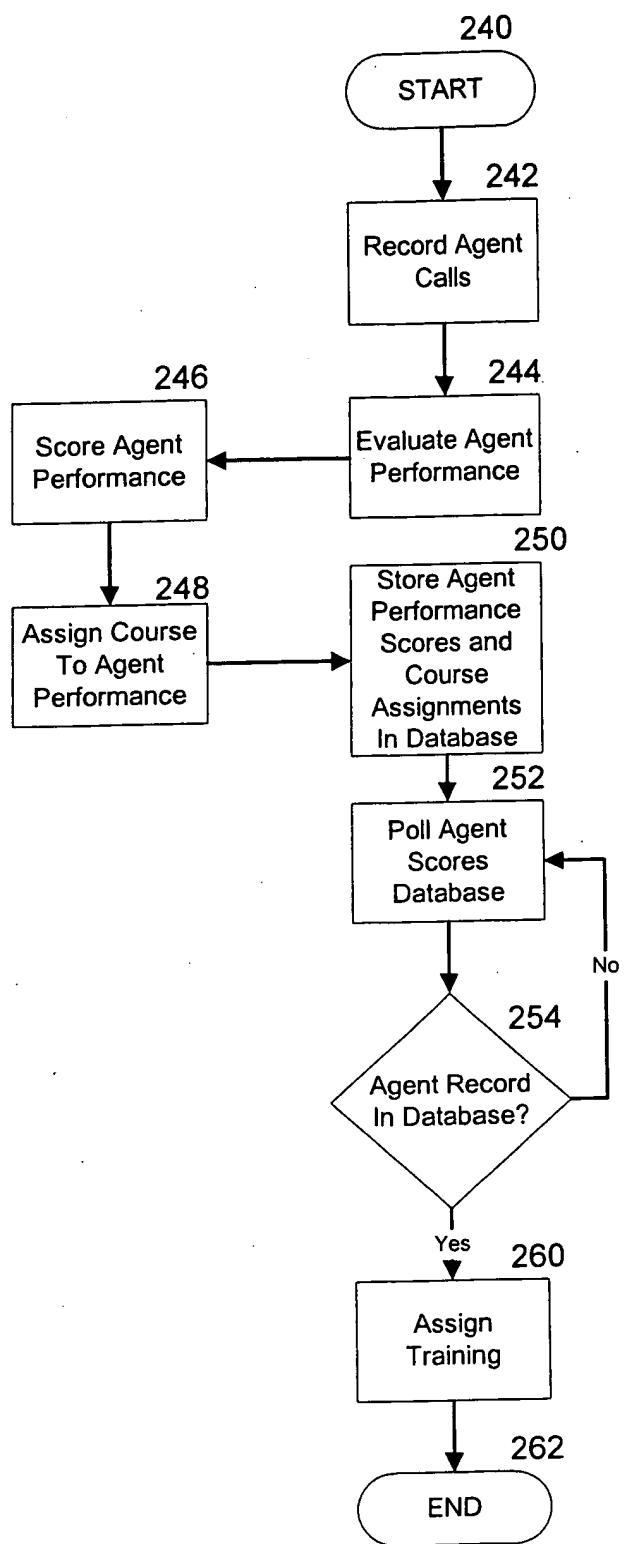


FIG. 3B

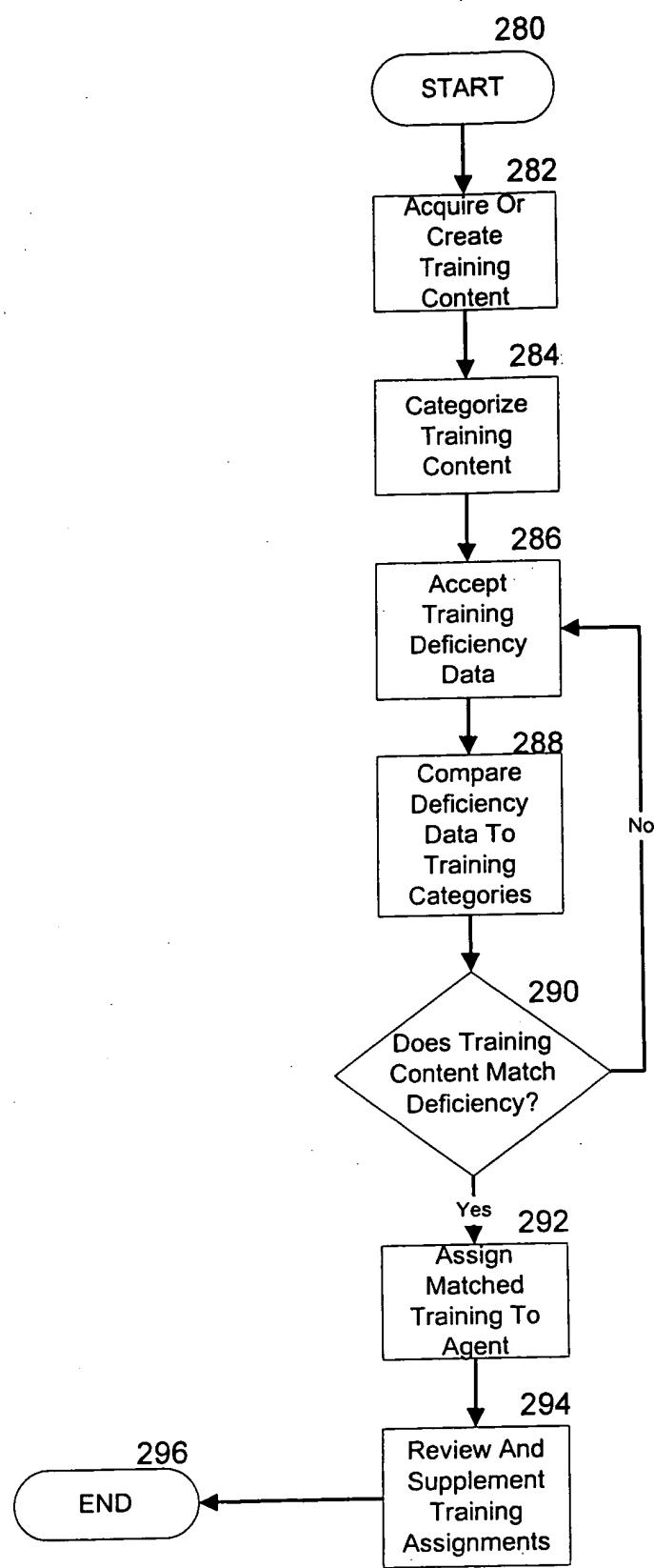


FIG. 3C

TRAINING CONTENT CODE

AGENT

	RK	JB	RC	GS	MJ	DS	KT	BB
A			50			55		
B								
C	65			55				
D			65	60			60	65
E		60						
F		50						
G						65		
H				65				
I	50	55					45	
J				65				55
K							60	

300

FIG. 4